



NIRB Human Resource Position Descriptions

I. General Information

Position / Title:	Systems Support Coordinator	Date in Effect:	January 03, 2024
Department:	Corporate Services	Reports To:	Director, Corporate Services

II. Purpose of Position

The Systems Support Coordinator assists in the maintenance of Nunavut Impact Review Board (NIRB) websites, databases and systems through a combination of self-directed work and liaising with internal resources and external service providers. This Systems Support Coordinator serves as a first point of contact for Board and staff information-technology (IT) needs and has primary responsibility for overseeing audio/visual support for NIRB meetings and public hearings, resulting in frequent travel being required.

III. Essential Duties and Responsibilities

1. Maintain NIRB audio and visual systems, including:
 - Maintain and update the inventory of audio and interpreting equipment
 - Operate audio and interpreting equipment during meetings and public hearings
 - Coordinate external providers of audio/visual support for meetings and public hearings
2. Serve as the primary point of contact for Board and staff IT troubleshooting
 - Liaise with external support providers regularly and assist with coordination of on-site visits and deployment of computer hardware and software
 - Maintain service log and oversee ticket management to ensure timely support and issue resolution
 - Maintain listing of software licensing and monitoring for required renewals
 - Identify priorities for equipment renewal and replacement
 - Assist staff with updating website content
3. Catalogue and maintain internal library resources
4. Assist in ensuring NIRB's Access to Information Act responsibilities are met
 - Compile and coordinate responses to requests received under the Act, collaborating with senior management
 - Summarize data and information for senior management
 - Assist in preparing required reporting and online posting of information

IV. Other Duties and Responsibilities

1. Post monthly proactive disclosure statements on the NIRB website
2. Liaise with external agencies and organizations to identify potential data sources and linkages for NIRB databases and systems
3. Other related duties as assigned

III. Qualifications

Knowledge of:	<ul style="list-style-type: none"> ■ Nunavut Impact Review Board mandate ■ Website design, maintenance and updating processes ■ Operation of audio and visual systems
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	<ul style="list-style-type: none"> ▪ IT support processes ▪ Library resource cataloging and maintenance processes
Skills:	<ul style="list-style-type: none"> ▪ Excellent typing and data entry capabilities ▪ Diligent focus on details and thoroughness ▪ Customer-service oriented ▪ Efficiency in Windows operating systems and Microsoft Office applications (e.g. Outlook, Word, Excel, Access, PowerPoint) ▪ Written and/or conversational fluency in Inuktitut considered a strong asset
Abilities:	<ul style="list-style-type: none"> ▪ Manage and organize large amounts of information ▪ Proactive problem-solving and calm under pressure ▪ Task prioritization and effective time management ▪ Work independently when needed ▪ Cope with frequent interruptions and changes in priorities
Education:	<ul style="list-style-type: none"> ▪ College degree/diploma in Information Technology, Computer Science, Library Science, or a related field with several years' work experience in positions with similar responsibilities ▪ Alternative acceptable education and training preparation includes High School (Grade 12) Diploma or equivalency with 5 years' work experience in positions with similar responsibilities ▪ Other combinations of education and experience may also be considered
Experience:	<ul style="list-style-type: none"> ▪ Minimum several years in an office administration setting ▪ Personal and professional experience in the Arctic or in a cross-cultural setting considered an asset

VI. Physical Demands

- Able to lift 51 pounds
- Occasional exposure to cold temperatures, extended darkness/daylight hours and extreme weather conditions given Arctic location
- Extended periods working while seated at a computer
- Long hours and extended schedules for community engagement and public hearings may contribute to physical fatigue
- Frequent travel to various locations throughout Nunavut and elsewhere for meetings, consultations and other NIRB activities. This may involve possible exposure to hazardous weather conditions, elevated noise levels and travel in a variety of vehicles

VII. Work Environment

- Work inside is in a clean, well-lit office or facility
- Work outside may have some exposure to weather
- Work involves conducting activities in a variety of environments including office settings, public meeting halls, and community locations
- Frequent travel required

VIII. Mental Demands

- Prioritizing tasks and meeting deadlines
- Steady, routine, and repetitive tasks to be undertaken daily
- Frequent travel required, which may keep individual away from friends and family.